partnership supporting familie with special needs.

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Military OneSource Mission

Military OneSource offers free, convenient, 24/7 access to confidential resource and referral support for service members and their families in order to improve the quality of their lives and the effectiveness of the military community.

This is accomplished by partnering with the Office of

Military Community and Family Policy and the

on-installation Family Support Programs to support and augment

Overview

- 24/7/365
- Confidential
- Service provided by DoD at no cost to Service Members or their families
- Solution-focused, problem solving consultations
- Master level clinicians answer all calls
- Extension of existing installation services

Range of Support

Specialty Services

Specialty Consultations

- **Special needs**
- **Adult disability**
- Financial counseling
- Education (college & general)
- Spouse employment/Career Advancement Account referrals
- Adoption
- Child care/nanny
- Health & Wellness
- Elder care

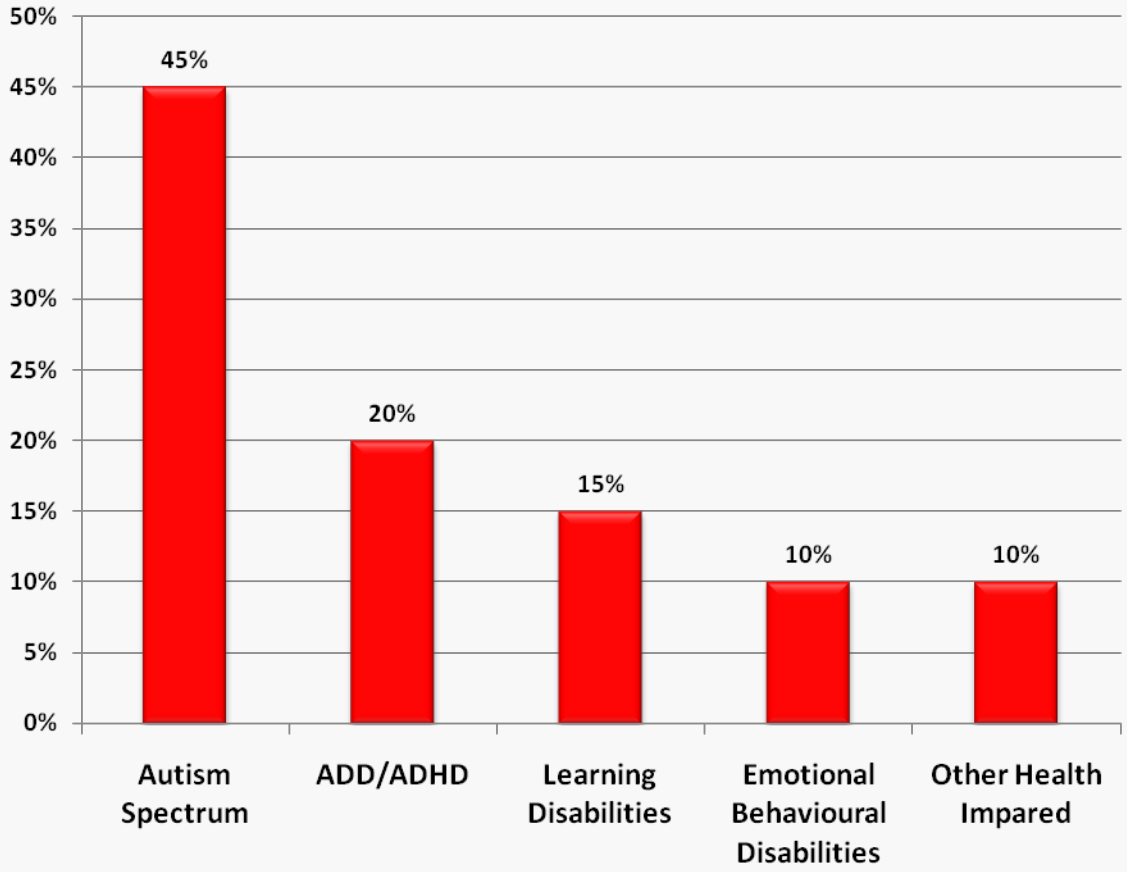
Document translation

- Official documents
- Over 150 different languages
- Certified & notarized when needed

Simultaneous interpretation

- In support of a Military OneSource consultation as needed
- Over 170 languages
- 24/7 availability

Breakdown of Referrals



- **Autism Spectrum: 45%**
  - (consults regarding "AUTISM SPECTRUM" disorders including Asperger's Syndrome)
- **ADD/ADHD: 20%**
  - (Neuro-behavioral disorders)
- **Learning Disabilities: 15%**
  - (Dyslexia, Auditory/Visual Processing Disorders, Specific subject difficulties, etc.)
- **Emotional/Behavioral Disabilities: 10%**
  - (Emotionally handicapped spectrum and behavior disorders, Bipolar, EH, SED, BD)
- **Other Health Impaired: 10%**
  - (Muscular Dystrophy, Down's Syndrome, Cerebral Palsy, Disabilities related to low intellectual functioning etc.)

MOS Child Disability Specialists

- 2 Child Disability/Special Needs Specialty Consultants working out of St. Petersburg, Florida
- Both consultants have Special Needs children
- Both consultants have worked in the special needs field for 20-30 years
- Consultant degrees:
  - Masters in School Psychology
  - Doctoral candidate, Masters in Mental Health
- Working closely EFMP working group

Primary Special Needs Services

Educating families

- Refer to local installation EFMP contact, Our Military Kids (Guard and Reserve), Parent Training and Information Center and STOMP
- Warm handoff to ECHO case manager/BCACs
- Advocate/Assist in obtaining Services
- Research early intervention, schools and services
- Refer and connect families to additional services (community and MOS services)
- Follow up

Special Needs Services - Education

- Educate parents about DoD and special education
  - DoD Parent Toolkit
- Connect family with services at the next location
- Research educational needs:
  - EIS/schools that fit the child's needs
  - Special services provided by schools
  - After school childcare needs
- Provide materials, articles and books (MOS online and other sources)
- Assist family in understanding IFSP/IEP, school processes, and roles of school
- Refer to EFMP to ensure registration

Special Needs Services - Medical

- Assist in obtaining appropriate medical care with warm transfers to TRICARE (ECHO/BCAC) or other providers (Guard or Reserve)
- Refer to counseling services for child and family (MOS, TRICARE, school or others)
- Educate on different provider types; assist in researching and accessing appropriate care providers through their insurance
- Educate on medical/developmental/educational terminology
- Evaluate full scope of needs, advise them on what they may be eligible for and provide warm transfer as needed
  - Secondary Insurance options for supplemental coverage – such as Medicaid
  - SSI/Local Disabilities offices
  - WIC

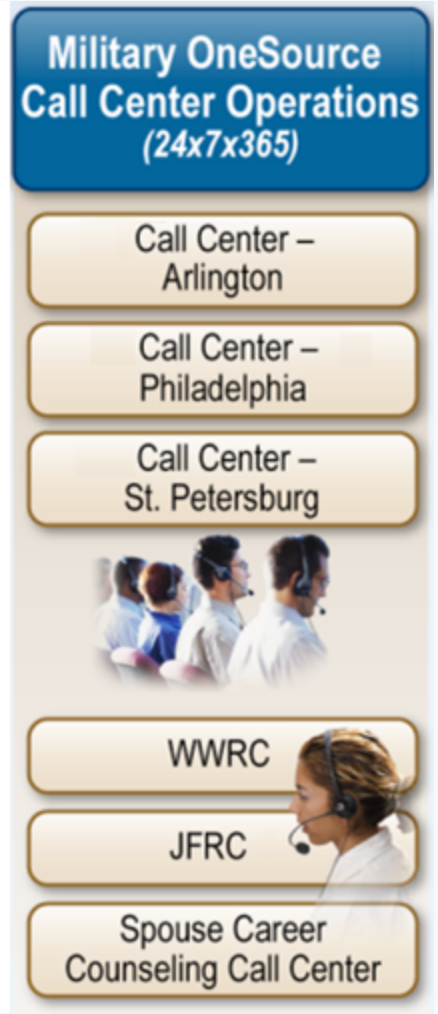
MOS Adult Disability Specialists

- Adult Disability Specialists work with the individual under the guidelines of the ADA (American Disabilities Act) and the Rehabilitation Act of 1973

Samples of common issues Adult Disability Specialists assist with:

- Transportation and traveling issues, personal care attendant services, questions about applying for SSDI/SSI, accessible housing, vocational rehabilitation services, assistive devices, self-advocacy, independent living skills, peer counseling, post-secondary education, literature or websites about their specific disability, local and national agencies and organizations
- Referrals could include: Financial Specialists, Counseling, Healthy Habits, Wounded Warrior Program

Access Points & Call Centers



- 5 Access Points
- TTY
- TDD
- 3 Call Centers
- 2 Resource Centers

Outreach Services

- **Accessing Outreach Services**
  - Call 1-800-342-9647
  - Identify yourself as a Service Provider and you will be assisted based on need

- **What can our Outreach Services do for you?**
  - Assist with scheduling events
  - Material Requests
  - Commander/Service Provider consults

Face to Face Counseling Referrals

- Available in U.S. Territories, Puerto Rico, & the Virgin Islands
- Up to twelve non-medical consultations in the community with licensed counselors.
- Affiliate Provider Network covers 100% of identified military installation and Guard/Reserve locations
- Short-term, non-medical counseling
  - Family or couples concerns
  - Adjusting to deployment or reunion
  - Grief counseling
  - Stress management

STSF-Telephonic & Online Consultation

- Up to twelve non-medical, scheduled, telephonic or online sessions with Short-term Solution-Focused (STSF) trained mental health professionals
- Online sessions conducted in a secure online chat environment
- **Issues: Adjustment to situational stressors, decision-making, stress management, communication, parenting skills**
- Alternative support for OCONUS and remote locations

Financial Counseling

- **Financial Counseling** – Telephonic: MOS staff (AFC's with Masters)
  - Estate Planning for children with Special Needs
  - Budgeting and Financial Management
- **Financial Planners – Providers (CFP's):** Focus on problem solving and strategic planning (i.e. general options for funding a trust).
- **Financial Counseling Face-to-face:** NFCC Partnership; Debt management plans and housing counseling
- **Financial Tax Consultants – Providers (CPA's):** Education and information about Federal taxes
- **Referrals for short-term, solution-focused financial counseling at no cost**

Healthy Habits Health Coaching

Telephonic and online coaching from an experienced, dedicated health coach

Weight Management *(iCanChange)* ***Stress Management (iCanRelax)***

Teen Weight *(iCanAchieve)*

Cardiovascular Health *(iCanThrive)*

- Toolkit with an educational workbook and other items provided
- Healthy Habits Website with online tools and educational materials
- Access program by completing online health assessment at www.MilitaryOneSource.com or calling to request enrollment
- Health coach makes contact within three business days.
- Number of coaching sessions vary according to need -

YMCA Memberships & Respite Child Care

- YMCA memberships for eligible military families and personnel who may not have access to a nearby military facility
- Available in the United States and Puerto Rico for Active Duty (Title 10) status personnel and their families
- Up to 16 hours per month of respite child care per child at YMCA facilities for eligible families in DOD approved states
- Membership assistance at local fitness facilities (e.g. Gold's Gym/Bally's, etc.) for single active duty personnel at independent duty stations is also available for entire command units

Spouse Education and Career

- Telephonic consultation with trained education and career advisors
- Military Spouse Career Advancement Account (MyCAA) – Provides up to $6000 financial assistance to eligible spouses for education and training
- Education and career goal identification and evaluation
- Aptitude test planning
- Identification of portable career fields
- Research on compensation, training, and education requirements for various careers
- Educational resources and associated costs
- Career credentialing and licensing information

Educational Materials

- **Varied topics**
- **Varied formats**
  - Articles
  - Booklets
  - Audio
- **Varied access to content**
  - Download audio and print online
  - Order materials online for home delivery
  - Call a consultant

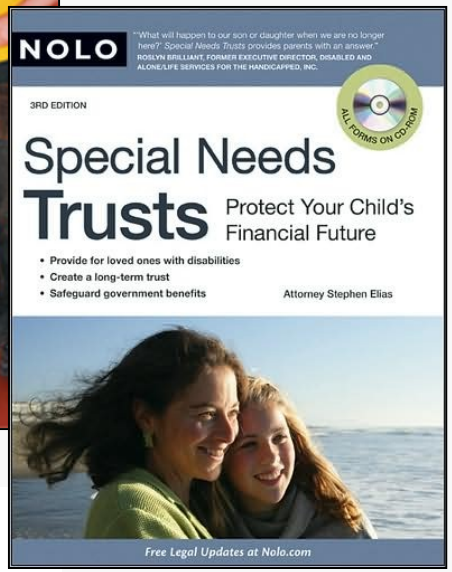
DoD Library

Online Library Resources

Links to electronic databases,
e-books, and audio books.

- Electronic books (Safari , NetLibrary, My iLibrary)
- TumbleReadables online books for kids K-12
- Prep for standardized tests like the SAT, ACT, GRE, and CLEP
- Customized college and distance-learning searches
- Home Improvement

TumbleReadables
Your Online Read-Along Collection



NetLibrary

Military OneSource.com
1-800-342-9647

EFMP Exceptional Families Exceptional Service

Commitment to Quality

- Ease of access to Military OneSource
- Phones are answered live…
  24 hours a day, 7 days a week, 365 days a year
- Follow-up as mutually agreed upon
- Customer satisfaction surveys
- Customer recovery

Consultation Recording

Military
OneSource.com
1-800-342-9647

EFMP
Exceptional Families
Exceptional Service

Questions

Panel includes:

- Cyndy Brissenden, Clinical Services Coordinator
- Shaula Sperry, Special Needs Consultant
- Mary Bradshaw-Zimmerman, Special Needs Consultant
- Bill Reese, Senior Outreach Manager